

My Health LA (MHLA) Program Renewal Rates Report May 2016

The Renewal Rate is defined by the percentage of MHLA Participants who completed a renewal before their term date and received an additional 12 months of MHLA coverage. Renewal rates are produced monthly and represent the number of renewals at the time the report was produced.

MHLA Program Renewal Rates						
Renewal Cohort Month / Total due to renew		Renewal was approved	Renewal was denied	Did not attempt to renew	Renewal Rate – Percentage approved	Reenrolled After Disenrollment
8/2015*	2188	1602	143	443	73.2%	110 (5%)
9/2015*	10685	7550	216	2919	70.7%	798 (7.5%)
10/2015	24564	16052	178	8334	65.3%	2437 (9.9%)
11/2015	15414	9502	13	5899	61.6%	1697 (11%)
12/2015	12515	6965	62	5488	55.6%	1424 (11.4%)
1/2016	12196	6465	59	5672	53%	641 (5.2%)
2/2016	12473	7174	48	5251	57.5%	171 (1.4%)
3/2016	9928	5321	65	4542	53.6%	503 (5%)
4/2016	7054	3503	44	3507	49.6%	468 (6.6%)
5/2016	5829	2833	45	2951	48.6%	206 (3.5%)
6/2016	-	-	-		-	
7/2016	-	-	-		-	
Monthly Running Average: Renewals and Re-Enrollments					58.9%	6.7%

**There is a 1.8% margin of error to account for modified applications whose renewal period was reset upon modification of the application.*

Notes:

- “No longer eligible” means the Participant attempted to renew but was not renewed because they became eligible for Medi-Cal, moved out of County, etc.
- Cohort Month = the month in which a participant must complete a renewal to continue coverage in My Health LA.
- Renewal rates are generated the beginning of the following month and represent renewal rates at the time the report was generated.